

Just the Facts

State Fiscal Year 2004

AGINGWELL
LIVINGWELL



Division of Aging Services
Maria Greene, Director



B. J. Walker, Commissioner

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January 2005

Dear Colleague and Friend:

By 2011, the first baby boomers --- the generation born between 1946 and 1964 --- will celebrate their 65th birthdays. Georgia's population ages 60 and above is expected to increase 81.6% between 1990 and 2010, and Georgia's population ages 85 and above is expected to increase 264.9%. The aging of our population is one of the most significant trends affecting our society today.

I am pleased to present the State Fiscal Year 2004 Division of Aging Services' "Just The Facts". Additional copies may be found online by going to www.georgia.gov and searching for "Just The Facts". This report describes the accomplishments of Georgia's aging programs and touches on identified future goals critical to the development of service options. The Division of Aging Services and the Aging Network are working hard to put our plans into action. We believe that together we can do more to assure healthy, independent and self-sufficient lives for all older Georgians.

Thank you for your support and cooperation that has enabled us to provide services to older adults and their families.

Sincerely,

Maria Greene, Director
Division of Aging Services

MG:ab:ch

Enclosures

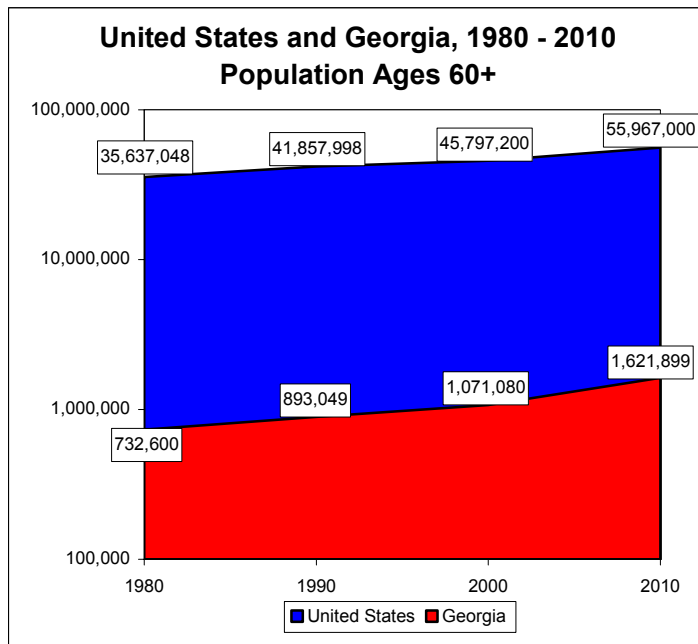
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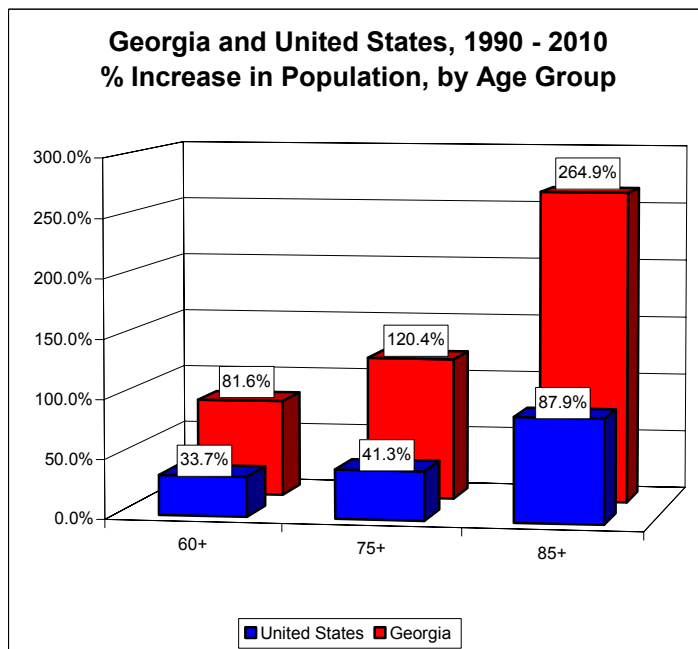
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Aging Trends in Georgia

GA DHR- Division of Aging Services and the Aging Network



- The aging of our population is one of the most significant trends affecting our society today.
- Georgia has the tenth fastest growing 60+ population and the tenth fastest growing 85+ population in the United States.
- Georgia's population age 60 and above is expected to increase 81.6% between 1990 and 2010, from 893,049 persons to 1,621,899 persons.



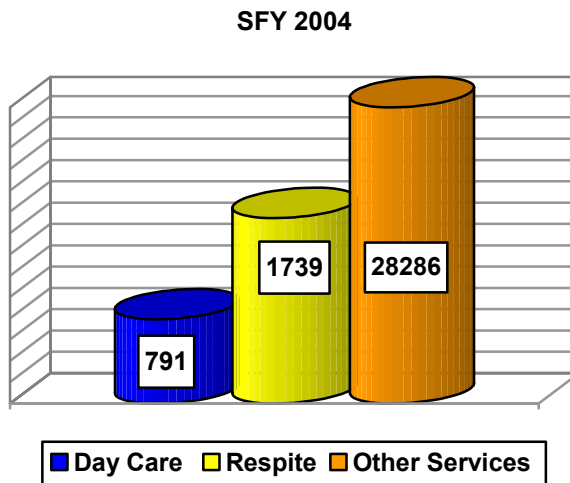
- Georgia's population age 85 and above is expected to increase 264.9% from 1990 to 2010. Those 85 and above are by far the fastest growing group, projected to total 208,882 in 2010.
- During the 20th century, the number of Georgians age 60 and above increased ten-fold, compared to a four-fold growth in the population overall.

Caregiver Programs and Services

GA DHR-Division of Aging Services and the Aging Network

Georgia's aging network continues to expand the array of services needed to support family caregivers. During SFY2004, these services included adult day care, respite, and other support services including self-determination, a growing trend in long-term care services for older adults. Self-determination is particularly helpful in rural areas, since it enables caregivers to hire neighbors or friends to provide some of the services they need.

Persons Served



During SFY2004 Georgia's aging network provided adult day care services to 791 families and respite care (temporary relief from caregiving responsibilities), to 1739 family caregivers. 28,286 persons received other support services, which are listed below.

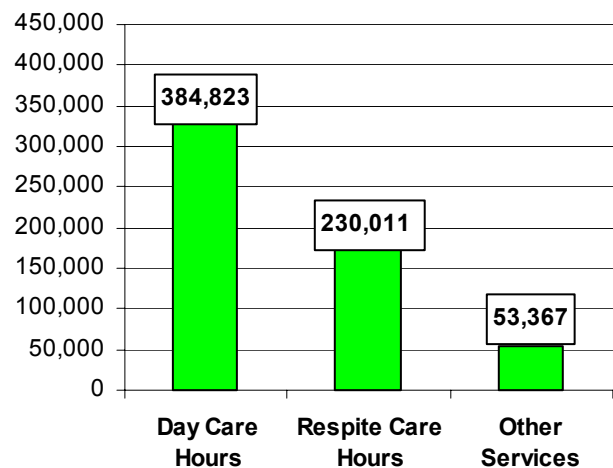
- ✓ Information and Assistance
- ✓ Community/Public Education
- ✓ Counseling
- ✓ Material Aid
- ✓ Self-Determination Services

Services Provided

384,823 hours of Adult Day Care/Health were provided, offering consumers health services, personal care and therapeutic activities in a day center.

Respite Care -- short-term relief to the caregiver in the client's home -- accounted for 230,011 hours of service.

Other Services -- provided caregivers with information and assistance, education/training, homemaker services, case management, chore services, counseling and self-determination services totaling 53,367 units.



Success Stories

- ✓ Mrs. C. is a caregiver in Southwest Georgia for her husband who is a double amputee with multiple health problems. Mrs. C's attempts to find assistance with her husband's care had failed. Through the Family Caregiver Program, she was able to obtain a light weight wheelchair to help her in transporting her husband for dialysis; have a doorway widened for bathroom access for his wheelchair; and respite for her so that she could obtain a much-needed break from her 24-hour-a-day caregiving responsibilities.
- ✓ Ms. M., aged 75, is a caregiver in the Lower Chattahoochee area for her mother, aged 96. She reports that the Caregiver Time Out program has been a "real blessing" since it enables her to visit friends, go to church, and occasionally go out to eat or to the mall. She states that just having the peace of mind knowing someone is meeting her mother's needs while she is away is the best aspect of the program.

Accomplishments

A second Caregiver Report, "Caregiving in Georgia," was published and distributed to policy makers and service planners in the aging network. The report highlighted new findings from five focus groups conducted around the state, and added to the recommendations made by caregivers interviewed in the first report.

Georgia's Mobile Day Care program continues to receive inquiries from around the nation. Mobile Day Care brings day care services to rural communities by sharing staff who travel from one location to another. Presentations on the program were made at the New York Association of Area Agencies on Aging and the University of Kentucky Summer Series on Aging. The Division was invited to show a video about the program to Governor Perdue and Governor Kempthorne of Idaho, chairman of the National Governor's Association. The Mobile Day Care program was also highlighted in an edition of Older Americans Report.

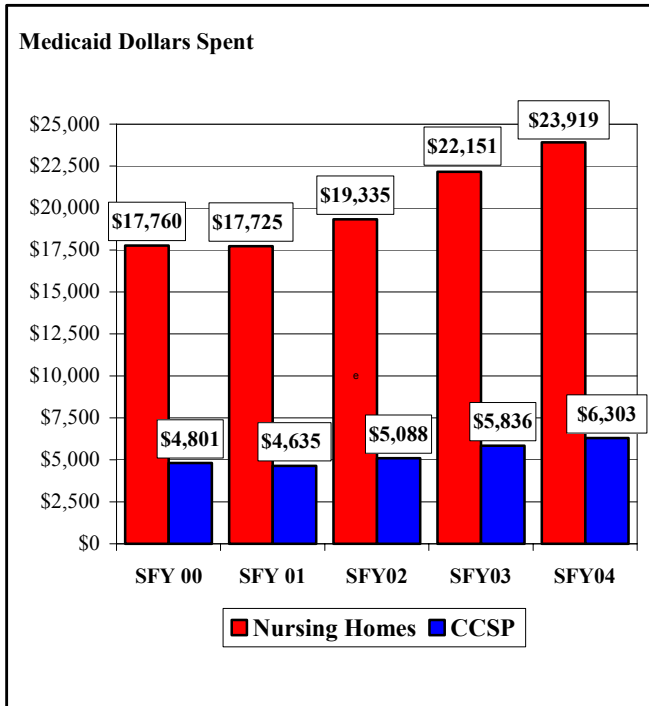
The Brookdale Foundation awarded a grant to the Division of Aging Services to initiate activities for grandparents raising grandchildren. In partnership with the Atlanta Regional Commission, AARP Georgia, and participating Area Agencies on Aging, activities during the next two years will include the development of a statewide Task Force, support groups, and a resource guide for grandparents.

Self determination programs, enabling caregivers to hire relatives and friends to provide services, are growing in number around the country. The Division was invited to present its self determination model for all 50 states at two teleconferences, convened by the U. S. Administration on Aging and the National Association of State Legislators.

Community Care Services Program (CCSP)

GA DHR-Division of Aging Services and the Aging Network

The Community Care Services Program (CCSP) has successfully served eligible consumers in Georgia for over twenty years. By providing home and community-based Medicaid services to nursing home eligible consumers, the CCSP gives consumers the choice of remaining in the community.



Dollars Saved

CCSP saved taxpayers \$17,616 per individual served in SFY 2004.

Georgia taxpayers saved over \$248 million in SFY 2004 through this program.

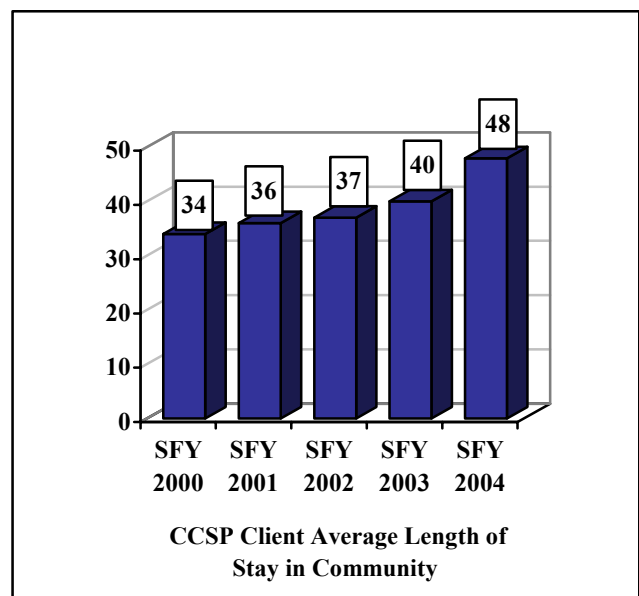
Ninety-four percent of consumers given the option chose CCSP over nursing home placement.

In SFY 2004 the CCSP helped keep 14,099 Georgians out of more costly nursing facilities.

Consumers Served

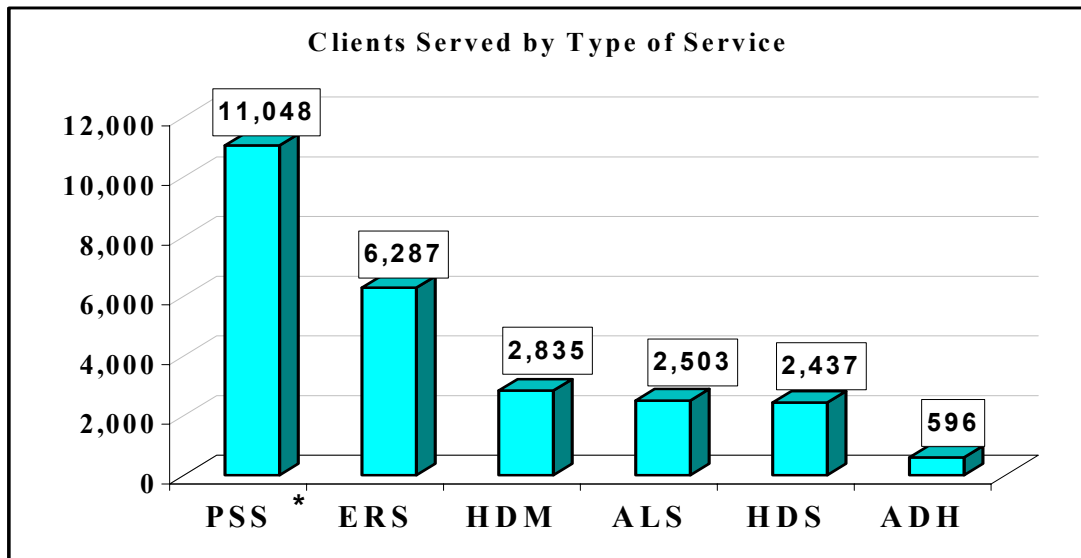
Fifty-seven percent of CCSP clients were 75 years of age or older; 29% were 85 or older, and clients 100 years of age or older in SFY 2004 totaled 180. Eighteen percent were under 60 years of age.

In SFY 2004, effective care coordination allowed clients' needs to be met so that they remained in the community an average of four additional years (48 months).



CCSP Services

- ✓ Adult Day Health (**ADH**) – health, therapeutic and support services in a day center
- ✓ Alternative Living Services (**ALS**) – 24-hour personal care, health-related support services and nursing supervision in a licensed personal care home
- ✓ Emergency Response Services (**ERS**) – 24-hour electronic medical communication support system
- ✓ Home Delivered Meals (**HDM**) – meal delivery services
- ✓ Home Delivered Services (**HDS**) – skilled nursing services and personal support in client's home
- ✓ Personal Support Services (**PSS**) – personal care, support, and respite services in client's home
- ✓ Out-of-Home Respite Care (**OHRC**) – temporary relief for the individual(s) normally providing care (service numbers included in PSS total in the graphic below).



*PSS Client count includes Out-of-Home Respite Care and skilled nursing services.

Duplicated client count, clients may receive more than one service.

Seventy-eight percent of CCSP clients use Personal Support Services. The service accounts for 75% of total CCSP expenditures. Alternative Living Services ranks second in expenditures (15%). Forty-five percent of CCSP clients use the cost-effective Emergency Response Services (accounting for 2% of CCSP Medicaid expenditures).

Elderly Legal Assistance Program

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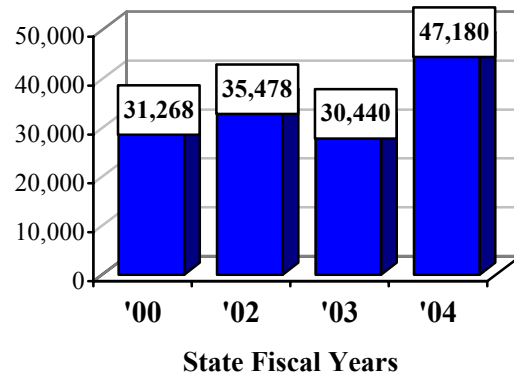
The Georgia Elderly Legal Assistance Program (ELAP) serves persons 60 years of age and older by providing legal representation, information and education in civil legal matters throughout the state of Georgia.

Persons Served

ELAP served 47,180 seniors in SFY2004.

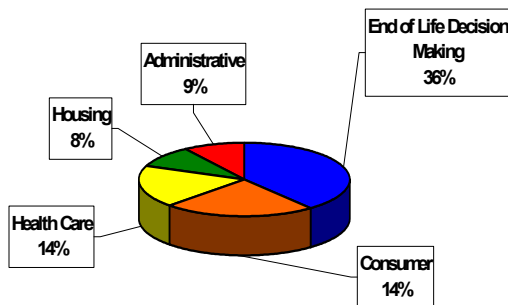
Illustrating their capacity to serve in a crisis, near the end of the fiscal year, the ELAP's efforts were directed toward assisting the nearly 2000 nursing home residents affected by the termination of the Adult Medically Needy Medicaid Spenddown Program for Nursing Home Residents. The program originally slated to end June 30, 2004, but later delayed until September 2004, thrust all ELAP providers into emergency mode forcing attorneys and paralegals to alter schedules for May and June to acquire training on Miller Trusts, and accept the influx of new clients.

ELAP - Persons Served



Primary Case Types -SFY 2004

SFY 2004 Top Five Primary Case Types



End of life planning and consumer issues represented 63% of all cases handled.

In SFY 2004 ELAP saved older Georgians \$3,117,947.00 by providing document preparation, legal counseling and case representation and helped clients obtain more than \$2,309,100.90

Consumer – Fraud, Contracts, Debt Relief

Health Care – Medicare, Medicaid, Nursing Home & Personal Care Home Issues

End of Life Decisions – Financial & Health Care Power of Attorney, Living Wills

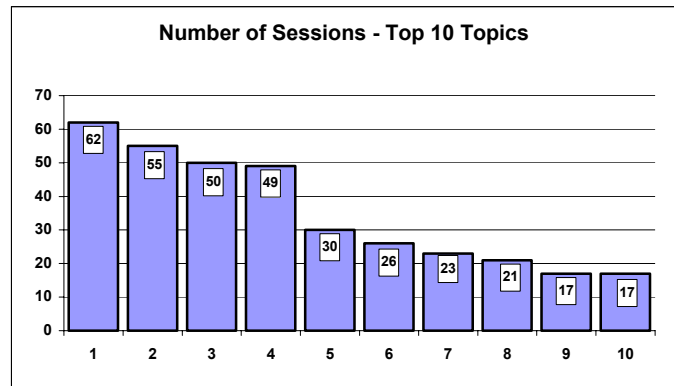
Administrative – Social Security, Food Stamps, Disability

ELAP Community Education Offered

Community education is a method of prevention that helps seniors avoid more costly, time consuming legal problems. In FY 2004 over 34,114 seniors attended 754 legal education sessions conducted by the Georgia Elderly Legal Assistance Program.

The top ten topics covered in community education sessions in SFY 2004 were:

1. Advance Directives
2. Wills, Estates, Probate
3. Consumer Loans & Credit
4. Fraud/Scams
5. ELAP
6. Financial Powers of Attorney
7. Adult Medically Needy Medicaid
8. Nursing Home Medicaid
9. Estate Recovery
10. Debt Collection/Debt Management



Examples of Outstanding Accomplishments

An 84-yr-old client and elderly sister jointly owned a home. They were solicited for home repairs whereby the client signed a contract for \$12,500 and the contractor arranged the mortgage for repairs and debt consolidation. The contractor obtained loan proceeds of \$12,275.55 but the value of the work done was only \$1,384.00. Former Governor Roy Barnes, doing pro bono work with the ELAP provider, helped negotiate a settlement of \$16,544.87 prior to suit being filed.

A 79-yr-old male was hospitalized for four months due to an automobile accident, which left him an invalid confined to a wheelchair. Medicare and private insurance should have covered most of the lengthy hospital stay but he received several bills that couldn't be justified. Debts were turned over to collections and he was threatened. After ELAP became involved, the collections agency returned the account to the hospital to clarify the debt. Working with Medicare, the insurance company and the hospital, ELAP found the hospital incorrectly billed based on what Medicare paid and wrote off. The hospital corrected its mistake, reimbursed the insurance company, rebilled their services and the client ended up with a \$0 balance saving him \$10,000.

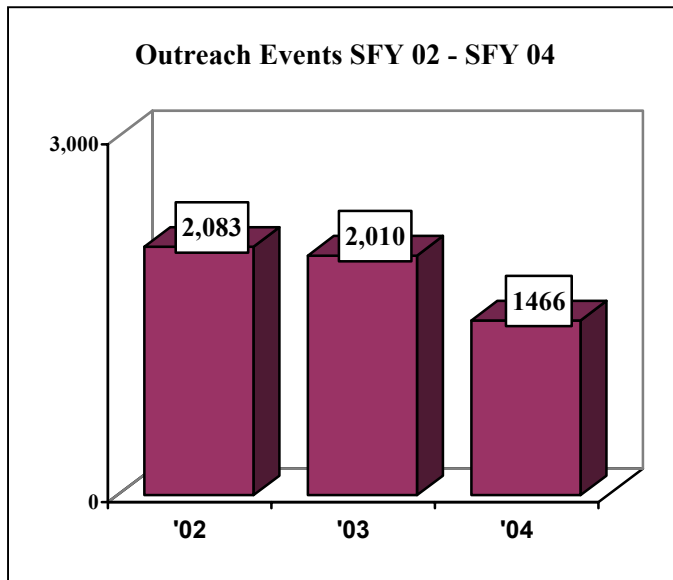
A 60-yr-old client whose only income is from SSI and Social Security has custody of her 2 grandchildren, one of whom is severely emotionally disabled. Client failed to pay a debt that was sent to collections and suit was filed to recover. Service was improper; served on one not living in the home, but client failed to answer the suit and a default judgment was entered. Opposing party's attorney contacted the client and threatened to come into her home and take her personal possessions. Client agreed to pay \$50 a month but could make only one payment. Garnishment was filed and her bank account was frozen, in violation of federal law protecting SSI and Social Security income. ELAP was able to get the client's federally protected bank account released and the improper garnishment dismissed.

GeorgiaCares

GA DHR-Division of Aging Services and the Aging Network

GeorgiaCares helps Georgia's Medicare beneficiaries, their families and others understand their rights, benefits and services under the Medicare program and other health insurance options.

Outreach and Media Events



In State Fiscal Year 2004, GeorgiaCares conducted a total of 1275 outreach and 191 media events to 5,656,312 individuals regarding health insurance information on Medicare, Medicaid, prescription assistance, Medigap, other health insurance needs and Medicare fraud prevention.

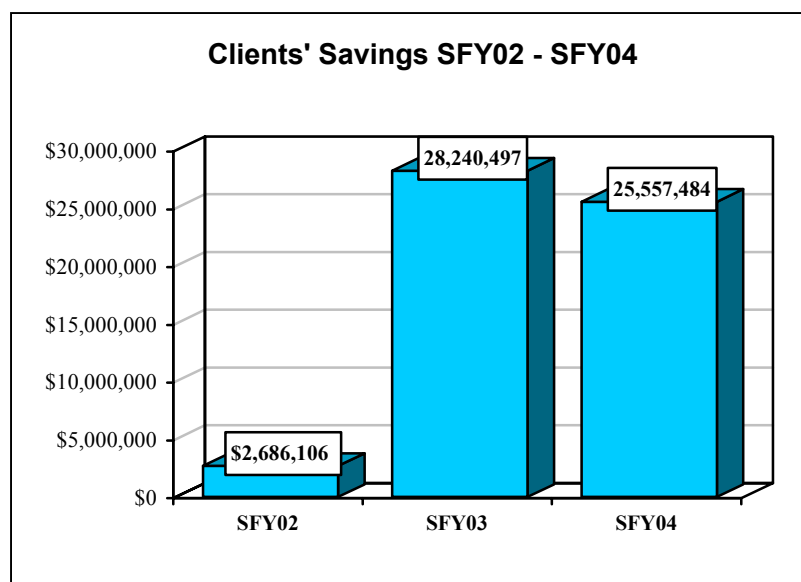
450 trained volunteers served clients in SFY 2004.

A total of 15,049 clients were served.

Reducing “Out- of-Pocket” Costs

Over the last three years, GeorgiaCares has enabled clients to save more than \$56 million in health insurance and related expenses.

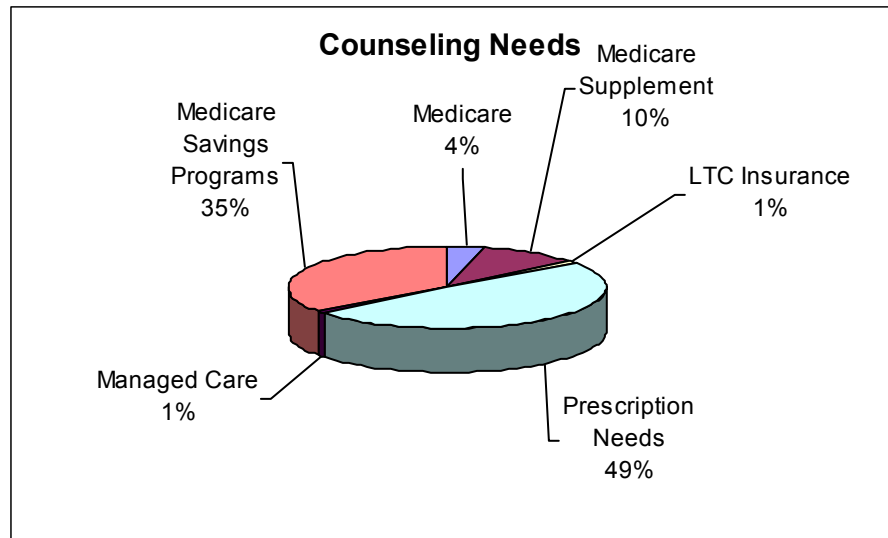
In SFY 2004, GeorgiaCares saved beneficiaries \$25,557,484 in out-of- pocket expenses.



Types of Issues Addressed by GeorgiaCares

In SFY 2004, nearly 50% of GeorgiaCares calls dealt with Medicare beneficiaries needing prescription assistance.

Also, in SFY 2004, 35% of requests for information dealt with Medicare Savings Programs.



Examples of Outstanding Accomplishments

- ✓ During State Fiscal Year 2004, GeorgiaCares volunteers saved Medicare beneficiaries over \$25 million. Client savings have come from enrolling Medicare beneficiaries in Medicare savings programs and low cost prescription programs.
- ✓ GeorgiaCares partnerships expanded to a total of 57. These partnerships include state universities, pharmaceutical companies, hospitals, physicians, drug stores, medical and pharmacy associations, fraud investigators, and a number of volunteer organizations.
- ✓ In May, Older Americans Month, GeorgiaCares, along with the Area Agencies on Aging, sponsored 24 statewide events branded as "Medicare 2 Seniors; Information to Families." Over 7,400 Georgians attended these fairs to learn about the recent changes in Medicare.

Challenges for the Future

GeorgiaCares will continue a large scale outreach campaign geared toward educating Medicare beneficiaries. This includes the new Medicare Prescription Drug Assistance Program and Preventive Benefits.

GeorgiaCares will continue to recruit and train a core of volunteers to aid in the program's continued success.

Home and Community Based Services

GA DHR-Division of Aging Services and the Aging Network

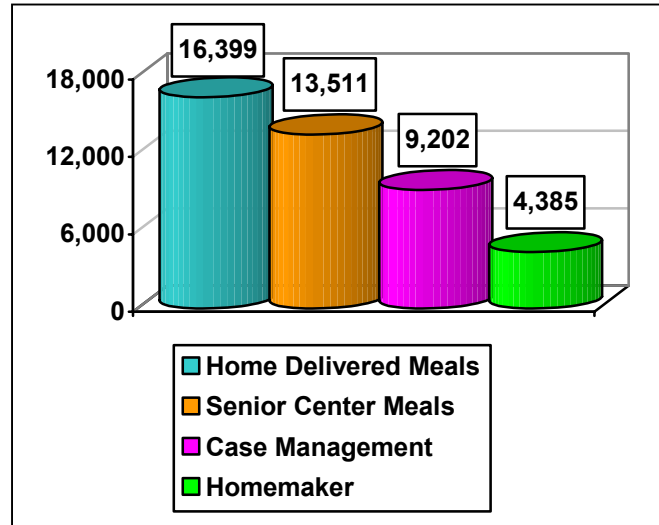
Home and Community Based Services (HCBS) provides 51 individual and group services to support and assist older Georgians in staying in their homes and communities. These services promote health, self-sufficiency and independence.

Persons Served

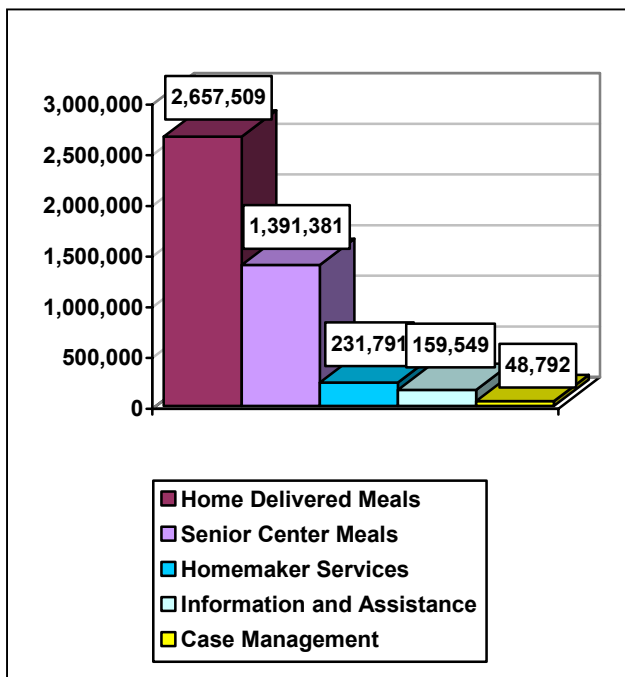
In SFY 2004, 36,999 older Georgians were provided one or more HCBS services, responding to their strong preference for receiving care in their own homes and, in some cases, allowing them to take greater charge of managing the services they receive.

In fact, the services that keep people with chronic conditions independent for as long as possible are frequently those that emphasize assistance and caring, not curing.

Persons Served in Primary Services



Most Used Services in SFY 2004



Home Delivered Meals – Served 2,657,509 meals to 16,399 older Georgians.

Senior Center Meals – Served 1,391,381 meals to 13,511 Georgians.

Homemaker Services – Provided 231,791 hours of homemaker assistance in the home to 4,385 older Georgians.

Information & Assistance – Provided 159,549 contacts for 99,225 duplicated persons with information and access to available services in the aging network

Case Management– Provided 48,972 hours of case management to 9,202 persons by four of the twelve Area Agencies on Aging.

Examples of Outstanding Accomplishments

- ✓ Chartered and launched a work team involving state staff and Area Agencies on Aging to recommend revisions to the Area Plan process, including format and content of the plan.
- ✓ Chartered and launched a work team involving state staff and Area Agencies on Aging to study and develop a standardized process for intake, screening and information and assistance through the Gateway system statewide.
- ✓ Using data provided by the Planning and Evaluation Section's Quality Assurance Team, evaluated consumer satisfaction with Home Delivered Meals and Homemaker Services. Results were resoundingly positive, but still can be used to drive program improvements.
- ✓ The "Take Charge of Your Health" community-based intervention program summary and an evaluation of the program was published in the "Family Economics and Nutrition Review" national journal (December 2003). The Division's Chief Nutritionist was instrumental in the development and implementation of this program in Georgia. The program has been replicated in more than 20 other states.
- ✓ Worked with the Area Agencies on Aging to provide maximum stewardship of funding, resulting in a lapse of less than 1% of the total HCBS funding allocated.

Challenges for the Future

The need to set priorities and develop strategies for maintaining a comprehensive service delivery system in light of the continued economic downturn and slow recovery of the state, resulting in reductions in funding.

Continued shortages in availability of transportation services, combined with increased costs, resulting in reduced access to needed home and community-based services.

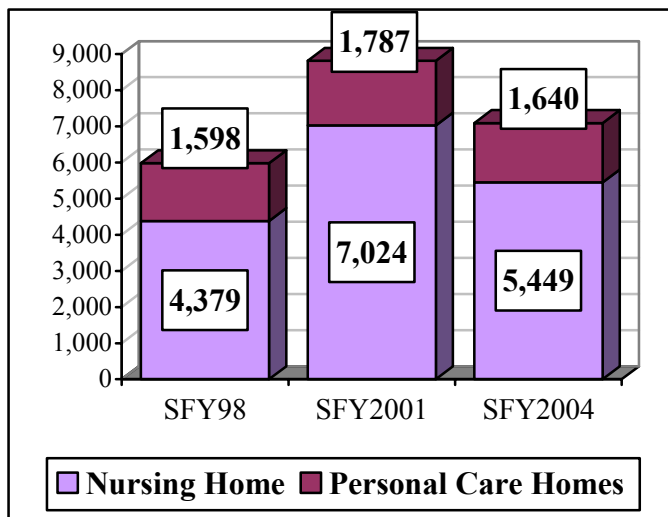
The need continues for the development of a comprehensive statewide case management system for HCB Services to assure quality of service delivery and optimal benefit to consumers.

The need to set priorities for and adjust plans for technology development and ongoing support for the statewide aging network, including assuring access to up-to-date hardware, software and connectivity devices.

Long-Term Care Ombudsman Program GA DHR-Division of Aging Services and the Aging Network

The Long-Term Care Ombudsman Program works to improve the quality of life of residents in nursing homes and personal care homes by acting as their independent advocate. Ombudsman staff and volunteers informally investigate and resolve complaints on behalf of residents.

Complaints Handled



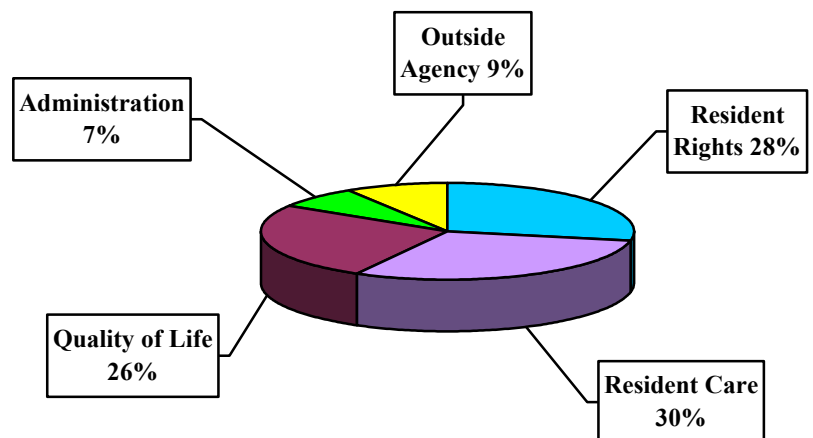
In SFY 2004, the Ombudsman Program received 7,089 complaints, an increase of 19% since state fiscal year 1998.

Ombudsmen resolved 92% of complaints in SFY 2004.

Residents' rights (privacy, freedom from abuse, etc.) and care issues accounted for almost 60% of the complaints received by ombudsmen in SFY 2004.

Another large percentage of complaints received by ombudsmen focused on quality of life issues (good food, pleasant environment, etc.).

Types of Complaints

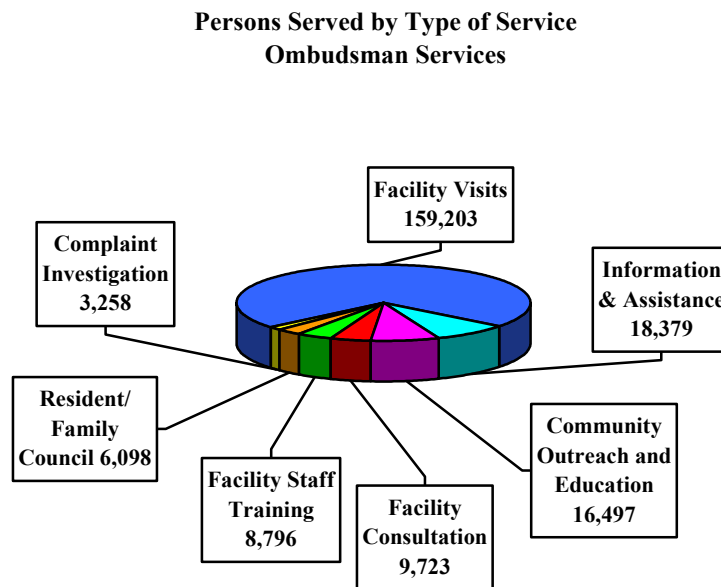


Persons Served In SFY 2004:

The Long-Term Care Ombudsman Program served 221,954 persons.

Seventy-two percent (72%) of these individuals were served during ombudsman visits to facilities.

More than 18,000 individuals received information and assistance regarding long-term care options, public benefits, resident rights, etc.



Examples of Outstanding Accomplishments

Educated Consumers about Changes in Medicaid

- ✓ Ombudsmen developed and distributed consumer information to educate the public about Medicaid changes impacting long-term care residents, including estate recovery and adult medically needy.

Helped Nursing Home Residents Avoid Losing Medicaid Benefits

- ✓ Over 1700 nursing home residents at risk of losing Medicaid due to elimination of “adult medically needy” coverage were assisted by ombudsmen, who played a key role in providing reliable information, monitoring the status of residents, and successfully assuring that residents, especially those with no family involvement, did not “fall through the cracks.” By obtaining legal assistance, these residents were able to maintain Medicaid benefits and avoid discharge for non-payment.

Recognized Best Practices in Personal Care Homes

- ✓ The Office of the State Ombudsman helped select and celebrate personal care home “best practices” as part of an initiative sponsored by the Office of Regulatory Services and personal care home industry. Facility operators were recognized for creative and successful ways to provide activities and promote resident health and independence.

Senior Community Service Employment Program

GA DHR-Division of Aging Services and the Aging Network

The Senior Community Service Employment Program (SCSEP) provides useful part-time community service assignments and training for low income older Georgians and helps them obtain paid employment. While participants develop job-related skills and earn minimum wage, the community directly benefits from the work they perform.

Putting a Face on SCSEP



Benjamin is a 72 year old former factory worker who was employed with the same company for over 20 years. He had to retire at age 72 when the factory closed. His retirement income was very low and even when he added Social Security benefits, his total income was at the poverty level. He had been job seeking for a year without success when he enrolled in SCSEP. Based on his aptitudes and interests, he was assigned to a school for training as a maintenance worker. After developing maintenance skills, he was hired by the school system in a permanent position.

Persons Served

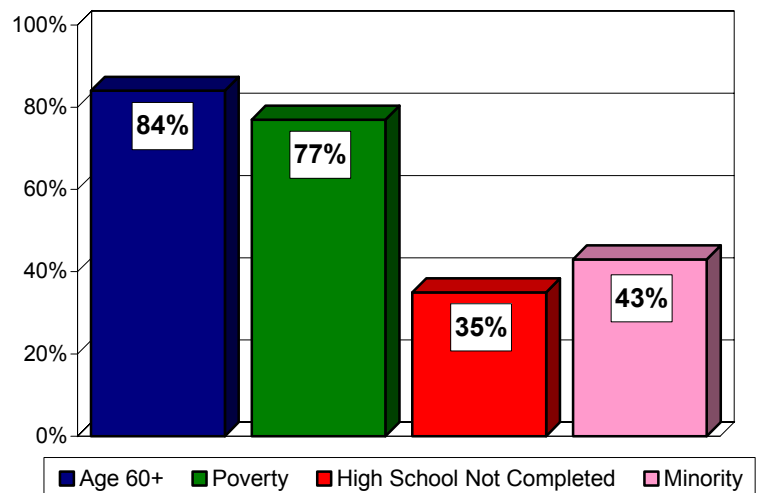
Although participants can be as young as 55 years of age, 84% were over age 60. Thirty-four percent of participants were over the age of 70.

Seventy-seven percent of persons enrolled had incomes below the federal poverty level.

Thirty-five percent of current enrollees did not complete high school.

Forty-three percent of enrollees were minorities.

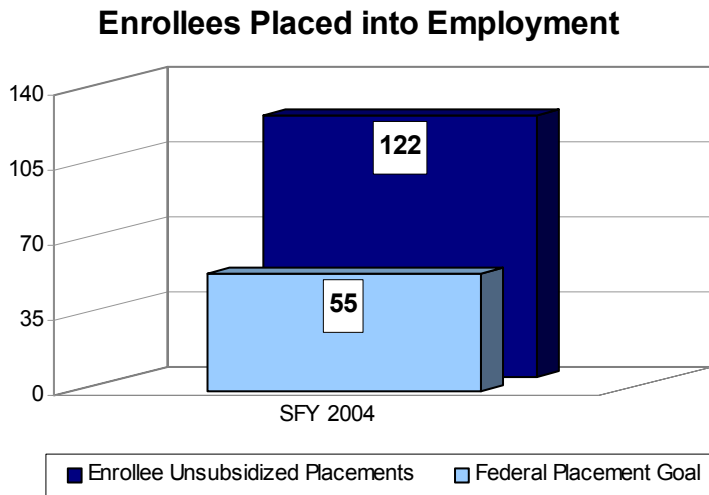
SCSEP Participant Demographics



Examples of Outstanding Accomplishments

- ✓ Achieved a 44% job placement rate, exceeding the federal requirement of 20%.
- ✓ Achieved a 187% total enrollment rate, exceeding federal requirement of 140%.

Participant Benefits



In SFY 2004:

513 older persons received "on the job training"

Participants earned wages estimated at \$1.4 million while working in community service positions

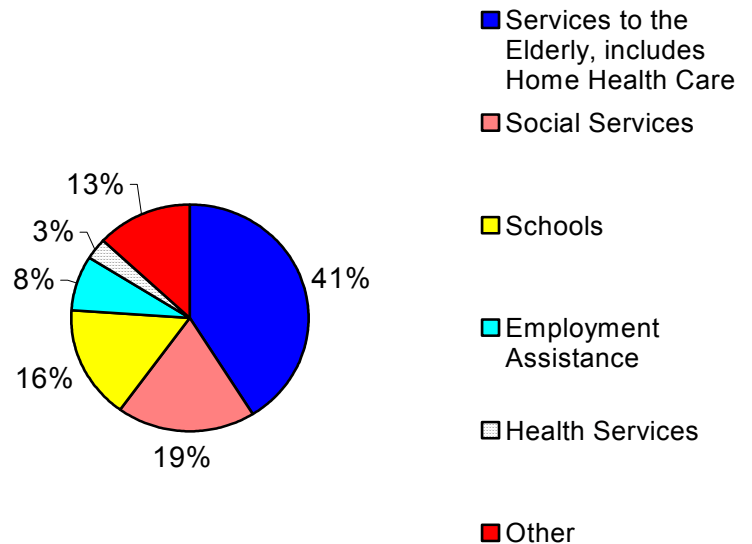
Community Benefits

Participant wages contribute to the local economy and reduce dependence on public benefits programs.

Participants provided over 282,000 hours of service to community organizations.

The most common job assignments were in organizations providing services to the elderly, followed by social service programs and schools.

Service Provision by Location SFY 2004



Directions for the Future

Increase opportunities for job skills training and employment through:

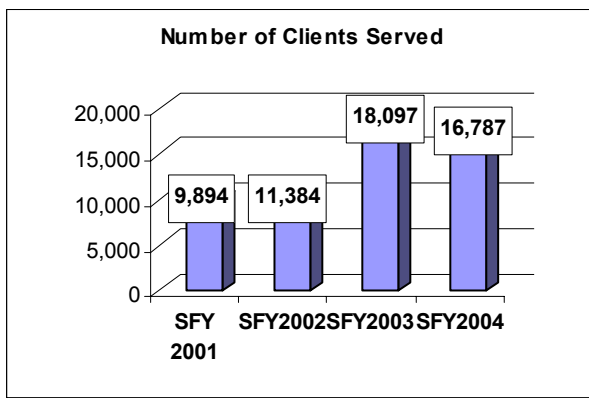
- ✓ Partnerships with workforce development agencies, programs and employers
- ✓ Recruitment strategies and materials that target older job seekers who are most in need with poor employment prospects

THE WELLNESS PROGRAM

GA DHR-Division of Aging Services and the Aging Network

"Living Longer, Living Well" - The Wellness Program is aimed at increasing the ability of older adults to perform everyday activities and remain living in their own homes. Activities are focused on health promotion and disease prevention. Services are designed to improve health status, increase functional abilities, avoid or delay problems caused by chronic diseases and enhance quality of life.

Profile of Persons Served in SFY 2004



A total of 16,787 clients (unduplicated count) were served in SFY 2004. This represents a slight decrease in the number of clients served in SFY2003. This may be explained by staff turnover and the fact that several wellness coordinator positions were vacant for a good part of the year.

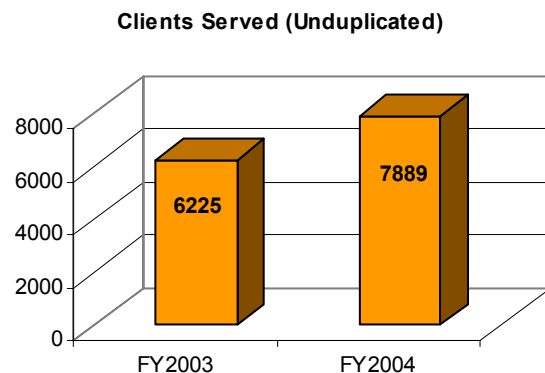
A statewide sampling revealed that the average age of program participants was 77.

Services Provided

Wellness services include: nutrition screening/education/counseling; physical fitness/exercise; medications management; fall prevention; foot/ear care; physical therapy; occupational therapy; massage; yoga; pilates; stress reduction; home safety inspections; weight control; education/ screening and management of chronic diseases.

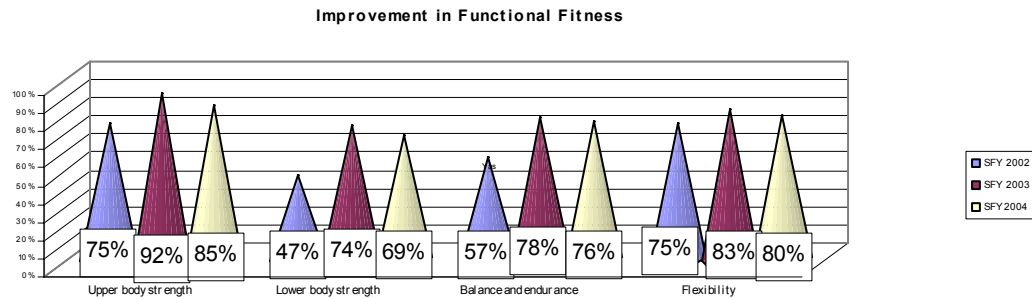
Medications Management and Impacts

In its third year of operation 7,889 individuals were served in the medications management program. This is an increase of 27% over the number served last year. Some of this increase is due to closer coordination with the GeorgiaCares Program. The Medication Management program informs older adults about taking medicines correctly, keeping a personal medications list, proper drug storage, preventing overmedication and avoiding adverse drug interactions.



Fitness Activities and Impacts

Using standardized fitness tests related to flexibility, strength, endurance and balance, the functional abilities of the vast majority of older adults improved dramatically as a result of Wellness program activities.



Program Milestones and Accomplishments

Georgia was one of eight states in the country selected to participate in the National Governors Association Policy Academy on “Rebalancing Long Term Care Systems Toward Quality Community Living and Healthy Aging.”

In collaboration with CDC’s Center for Health Promotion and Chronic Disease prevention the Wellness Coordinators attended a special symposium on Healthy Aging.

Wellness Coordinators partnered with the GeorgiaCares Program, WSB-TV, Publix supermarket, Novartis pharmaceuticals, CVS drug stores and AARP to implement 24 health fairs across the state that were attended by over 7000 older adults.

The Division of Aging Services expanded collaboration with the Rollins School of Public Health at Emory University and the Fuqua Late Life Depression Center to initiate intervention projects related to prevention of depression and the management of individuals with dementia.

Future Directions and Opportunities

- ✓ Increase linkage of Public Health Chronic Disease Prevention Specialists with Wellness Program Coordinators to increase emphasis on the utilization of evidenced based prevention practices.
- ✓ Expand early detection, screening and intervention efforts related to colon cancer, breast cancer, prostate cancer and immunizations for influenza/pneumonia.
- ✓ Explore new program initiatives addressing arthritis, suicide prevention, obesity, diabetes, walking, injury control (fall prevention) and physical activity.
- ✓ Improve the use of primary care and community settings for detection and treatment of depression, mental illness and anxiety disorders.
- ✓ Develop a comprehensive Healthy Aging Plan for Older Georgians.